



Client Rights and Responsibilities

Individual and Family Rights

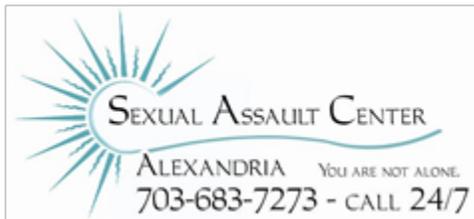
The Alexandria Sexual Assault Center (SAC) and Domestic Violence Program (DVP) protects the legal and ethical rights of all clients (individuals and children). We protect your rights by:

- Treating you with dignity and respect. We will listen to and include you in decisions regarding your household during your program participation.
- Ensuring you receive services in a non-discriminative manner and that all program activities and requirements are equally provided and enforced.
- Ensuring the services provided are respectful of, and responsive to, cultural and linguistic differences.
- Providing services free of charge.
- Ensuring the confidentiality of your records and information within the general rules and procedures of the SAC and DVP under applicable law. If your information needs to be shared to further your program goals, we will consult you and have you sign a Release of Information (ROI) before doing so.
- Making our services voluntary, you can refuse the SAC and DVP services at any time.
- Creating an individualized, written plan focused on achieving your personal goals. Your plan will be regularly reviewed and reassessed to meet your needs. You will be made aware of the benefits, risks and alternative to planned services.
- Ensuring your access, upon request, to your own SAC or DVP client record.
- Providing referrals, as appropriate and necessary, to other providers' services at any time, including upon departure from the program.

Client Responsibilities

To respect the rights of the SAC and DVP clients and staff, client responsibilities include:

- For everyone at the SAC and DVP to feel safe, we ask that you treat others (clients, staff, and volunteers) with respect and dignity, including their personal property.
- Provide information needed to ensure program eligibility and to receive services.
- Protect the confidentiality of other program participants and staff.
- Participate in the planning of services to be provided and the review process.



Client Rights and Responsibilities

- If you have children, provide direct supervision of your children unless childcare is provided during program activities.
- Provide the SAC and DVP staff with information about your whereabouts to ensure your safety. For residential services, sign-out procedures are required.
- Be responsible for maintaining clean and dignified communal living areas. Information about communal living requirements are provided separately.

Should you not be able to uphold the responsibilities needed to provide you and your family with quality, safe services, the SAC and DVP may be required to dismiss you from our one or more of our programs. Should you have a concern about the services provided or decisions made by the SAC and DVP staff, please express those concerns using the SAC and DVP Grievance Procedure.